

***MONTHLY SUMMARY “NON-CONTACT” TRACKING SHEET BY COMPANY***

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**DTE Satisfaction Tracking Study**

**Conducted by Harpers Research & Consulting**

**January, 2006**

TABLE OF CONTENTS

Table Q2 Page 1.....	Q2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery? Boston Gas
Table Q2 Page 2.....	Q2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery? Essex Gas
Table Q2 Page 3.....	Q2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery? Colonial Gas

## DTE - Residential Non-Contact Tracking - 2005

Q2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery?

Boston Gas

	Year 2005												YTD
	Jan'05	Feb'05	March'05	Apr'05	May'05	June'05	July'05	Aug'05	Sep'05	Oct'05	Nov'05	Dec'05	
TOTAL	49 100%	48 100%	49 100%	49 100%	50 100%	50 100%	47 100%	52 100%	49 100%	48 100%	50 100%	50 100%	591 100%
Top 3 box	43 88%	41 85%	44 90%	43 88%	46 92%	46 92%	44 94%	47 90%	43 88%	46 96%	43 86%	45 90%	531 90%
Neutral	4 8%	5 10%	1 2%	2 4%	1 2%	1 2%	-	1 2%	3 6%	-	2 4%	3 6%	23 4%
Bottom 3 box	2 4%	2 4%	4 8%	4 8%	3 6%	3 6%	3 6%	4 8%	3 6%	2 4%	5 10%	2 4%	37 6%
7 - Very Satisfied	26 53%	16 33%	27 55%	24 49%	23 46%	23 46%	26 55%	25 48%	29 59%	24 50%	23 46%	26 52%	292 49%
6	7 14%	10 21%	8 16%	7 14%	10 20%	13 26%	7 15%	8 15%	8 16%	13 27%	11 22%	6 12%	108 18%
5	10 20%	15 31%	9 18%	12 24%	13 26%	10 20%	11 23%	14 27%	6 12%	9 19%	9 18%	13 26%	131 22%
4	4 8%	5 10%	1 2%	2 4%	1 2%	1 2%	-	1 2%	3 6%	-	2 4%	3 6%	23 4%
3	1 2%	1 2%	-	2 4%	1 2%	1 2%	1 2%	1 2%	1 2%	1 2%	1 2%	2 4%	13 2%
2	-	-	2 4%	1 2%	-	2 4%	-	1 2%	-	-	1 2%	-	7 1%
1 - Very Dissatisfied	1 2%	1 2%	2 4%	1 2%	2 4%	-	2 4%	2 4%	2 4%	1 2%	3 6%	-	17 3%
DON'T KNOW	-	2	1	1	1	1	1	-	-	2	2	-	11
REFUSED	1	-	-	-	-	-	2	-	1	-	-	-	4
MEAN	6.0	5.6	6.0	5.9	5.9	6.0	6.0	5.8	6.1	6.1	5.8	6.0	5.9

## DTE - Residential Non-Contact Tracking - 2005

Q2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery?

Essex Gas

	Year 2005												YTD
	Jan'05	Feb'05	March'05	Apr'05	May'05	June'05	July'05	Aug'05	Sep'05	Oct'05	Nov'05	Dec'05	
TOTAL	48 100%	48 100%	48 100%	49 100%	49 100%	49 100%	47 100%	48 100%	49 100%	50 100%	49 100%	48 100%	582 100%
Top 3 box	45 94%	44 92%	44 92%	42 86%	48 98%	46 94%	43 91%	47 98%	42 86%	43 86%	46 94%	43 90%	533 92%
Neutral	2 4%	-	1 2%	4 8%	-	1 2%	3 6%	-	4 8%	6 12%	1 2%	4 8%	26 4%
Bottom 3 box	1 2%	4 8%	3 6%	3 6%	1 2%	2 4%	1 2%	1 2%	3 6%	1 2%	2 4%	1 2%	23 4%
7 - Very Satisfied	23 48%	24 50%	28 58%	28 57%	35 71%	29 59%	27 57%	26 54%	24 49%	23 46%	25 51%	27 56%	319 55%
6	17 35%	14 29%	12 25%	11 22%	8 16%	10 20%	13 28%	8 17%	9 18%	14 28%	11 22%	9 19%	136 23%
5	5 10%	6 12%	4 8%	3 6%	5 10%	7 14%	3 6%	13 27%	9 18%	6 12%	10 20%	7 15%	78 13%
4	2 4%	-	1 2%	4 8%	-	1 2%	3 6%	-	4 8%	6 12%	1 2%	4 8%	26 4%
3	-	4 8%	2 4%	2 4%	1 2%	1 2%	1 2%	1 2%	1 2%	-	1 2%	-	14 2%
2	1 2%	-	-	1 2%	-	-	-	-	1 2%	-	-	1 2%	4 1%
1 - Very Dissatisfied	-	-	1 2%	-	-	1 2%	-	-	1 2%	1 2%	1 2%	-	5 1%
DON'T KNOW	2	2	2	1	1	1	3	2	-	-	1	-	15
REFUSED	-	-	-	-	-	-	-	-	1	-	-	2	3
MEAN	6.2	6.1	6.2	6.1	6.6	6.2	6.3	6.2	5.9	6.0	6.1	6.2	6.2

## DTE - Residential Non-Contact Tracking - 2005

Q2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery?  
Colonial Gas

	Year 2005												YTD
	Jan'05	Feb'05	March'05	Apr'05	May'05	June'05	July'05	Aug'05	Sep'05	Oct'05	Nov'05	Dec'05	
TOTAL	48 100%	51 100%	50 100%	51 100%	48 100%	52 100%	46 100%	50 100%	50 100%	50 100%	48 100%	50 100%	594 100%
Top 3 box	43 90%	45 88%	46 92%	46 90%	42 88%	52 100%	44 96%	44 88%	41 82%	45 90%	43 90%	43 86%	534 90%
Neutral	3 6%	5 10%	1 2%	3 6%	5 10%	-	2 4%	2 4%	4 8%	3 6%	1 2%	2 4%	31 5%
Bottom 3 box	2 4%	1 2%	3 6%	2 4%	1 2%	-	-	4 8%	5 10%	2 4%	4 8%	5 10%	29 5%
7 - Very Satisfied	25 52%	29 57%	31 62%	28 55%	31 65%	33 63%	24 52%	31 62%	21 42%	19 38%	22 46%	24 48%	318 54%
6	10 21%	11 22%	9 18%	11 22%	5 10%	11 21%	13 28%	5 10%	10 20%	15 30%	12 25%	10 20%	122 21%
5	8 17%	5 10%	6 12%	7 14%	6 12%	8 15%	7 15%	8 16%	10 20%	11 22%	9 19%	9 18%	94 16%
4	3 6%	5 10%	1 2%	3 6%	5 10%	-	2 4%	2 4%	4 8%	3 6%	1 2%	2 4%	31 5%
3	2 4%	1 2%	2 4%	2 4%	-	-	-	1 2%	2 4%	1 2%	1 2%	5 10%	17 3%
2	-	-	1 2%	-	-	-	-	2 4%	1 2%	1 2%	2 4%	-	7 1%
1 - Very Dissatisfied	-	-	-	-	1 2%	-	-	1 2%	2 4%	-	1 2%	-	5 1%
DON'T KNOW	1	1	-	-	2	-	2	-	-	1	1	1	9
REFUSED	1	-	-	-	-	1	2	-	-	-	1	-	5
MEAN	6.1	6.2	6.3	6.2	6.2	6.5	6.3	6.1	5.7	5.9	5.9	5.9	6.1